Thank you for your response. UNHCR USA is not involved with Canadian regulations, but here is some information regarding travel documents:

- Refugee travel document - Refugees and Protected Persons - Canada.ca
- I am a refugee and I need to travel outside Canada. What documents do I need to travel? (cic.gc.ca)
- Types of passports and travel documents - Canada.ca

You can also try reaching out to a Canadian embassy or consulate regarding your inquiry. They may be able to offer some better guidance on this issue.

Thank you again for reaching out and we hope that this information was helpful.

Sincerely,

MC

Protection Unit
Multi-Country Office Washington D.C.

www.unhcr.org

Thank you for contacting the United Nations High Commissioner for Refugees (UNHCR) Multi-Country Office in Washington, D.C. (MCOW). Unfortunately, the UNHCR U.S. Protection Unit can only assist refugees or asylum-seekers in need of assistance who are in the United States, and we are unable to facilitate travel to the United States or any other country.

The UNHCR office in your current country of residence would be the office best able to assist you with your inquiry. The following web-page provides a list of global UNHCR offices: http://www.unhcr.org/pages/. You can contact the UNHCR office in your current country of residence here: UNHCR - Canada. You mayalso try reaching out to the embassy for more information.

In Canada, there are also several non-governmental organizations that work with refugees and may be able to help you further. You can find a list with such organizations at: http://www.refugeelegalaidinfoorg/refugee-resources.If you are a refugee seeking to come to the U.S., the International Refugee Assistance Project (IRAP) may also be able to help. You can get more information about IRAP at iraplegalinfo.org. We are also enclosing an informative illustration titled, “How Refugees get to the U.S.”

Unfortunately, many people encounter challenges in the resettlement process as less than 1% of all refugees are ever resettled globally. For more information on this process in the United States, please visit the following website: http://www.unhcr.org/. For more information on the refugee status determination process, please see our website below: http://www.unhcr.org/.

Thank you again for reaching out to our office. We hope this information is helpful.

Sincerely,
MC
Protection Unit
Multi-Country Office Washington D.C.

www.unhcr.org

Por favor, desplácese hacia abajo para este mensaje en español.

Dear Sir/Madam,

Thank you for contacting the United Nations High Commissioner for Refugees (UNHCR) Regional Office in Washington, D.C. (ROW).

As per our mandate, we reply to the following individual inquiries:

- Inquiries regarding refugees or asylum-seekers currently located in the United States;
- Inquiries from Congressional offices, resettlement agencies or attorney offices regarding asylum seekers and refugees overseas who have a U.S.-based friend or family.

Our normal reply time is two weeks. Note however that if we need to obtain information from our offices overseas, it may take substantially longer to hear back from us.

Please be advised of our website (help.unhcr.org/usa and http://www.unhcr.org/en-) that contains information on asylum, legal representation, and other useful material.

Please be advised that UNHCR does not provide legal advice or representation in individual cases. For assistance in the United States, we recommend consulting with a qualified U.S. immigration attorney. For your convenience, below please find lists of nonprofit organizations and pro bono legal service providers in the United States that assist persons with immigration matters:

- http://www.org/
- https://www.justice.gov/eoir/
- http://www.unhcr.org/en-us/

I am in the United States and have a friend/relative overseas	If you are in the United States, and you are inquiring about a friend/relative who is overseas, please contact your local resettlement agency for help and advice. For confidentiality reasons, our office is unable to provide you directly with information about your friends and family members overseas. A list of resettlement agencies can be found at: http://www.wrapsnet.org/
I am in the United States and would like a Refugee Status Determination/ Referral to a Third Country	Please note that UNHCR does not have the authority to conduct determinations of refugee status for individuals present in the United States. Moreover, UNHCR does not provide resettlement referrals to a third country for individuals present in the United States. For issues relating to civil rights in the U.S. you may wish to seek advice or representation from a lawyer who specializes in civil rights. The American Civil Liberties Union (ACLU) may be able to give you advice or a referral. The contact information for the ACLU affiliate offices throughout the United States is available at: http://www.aclu.org/
I am not in the United States	If you are an asylum seeker or refugee contacting our office from outside of the United States, please contact the UNHCR office in your current country of residence for assistance. The UNHCR office in Washington D.C. is unable to provide you with case-specific information. A list of UNHCR offices can be found at: http://www.unhcr.org/ In addition, you may wish to contact non-governmental organizations that work with refugees and/or asylum seekers in the country where you are currently located. You can find a list with some such organizations at: http://www.org/refugee-resources

We hope this information is helpful.

Sincerely,

United Nations High Commissioner for Refugees

Regional Office Washington

Thank you for contacting United Nations High Commissioner for Refugees (UNHCR) in Canada. This reply is automated. *La version française suit en bas. La versión en español sigue a continuación.*
IMPORTANT: For information on asylum procedures and helpful services please visit: Information for Refugees, Asylum-seekers and Stateless People | UNHCR العربية Français Español
If you are seeking information or support inside Afghanistan, please consult UNHCR Afghanistan - Help for refugees and asylum-seekers.

Please note that resettlement activities are currently being impacted by the COVID-19 pandemic and significant delays may occur. As the situation is evolving rapidly, please consult UNHCR and Immigration, Refugees and Citizenship Canada for the latest.

I would like to know more about Canada's asylum system.	This graphic gives an overview of the asylum process in Canada: https://www.unhcr.ca/wp- For additional information on the asylum process in Canada, please consult our webpage "Making a refugee claim" and UNHCR Help Canada. Or visit the Government of Canada websites to learn about the asylum process: http://www.cic.gc.ca/english/ https://www.youtube.com/watch? www.irb-cisr.gc.ca/Eng/
I am in the U.S. and want to ask for asylum at the Canadian border.	Please read the following sections on our webpage: ● Seeking asylum in Canada during the COVID-19 pandemic ● Who can claim asylum at the border? ● What happens when you claim asylum at the border? ● How to prove your family links with someone at the border? ● Winter in Canada
I am not in Canada, but I would like to be resettled to Canada.	UNHCR can only refer refugees under our mandate for resettlement. A refugee is someone who has been forced to leave their country due to conflict or persecution and has "a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group" and is either unable or unwilling to return to their country. Only the most vulnerable refugees who are still in danger of violence and persecution, lack access to important medical care or risk being forcibly returned to their home country can be considered for resettlement. UNHCR Canada ***does not*** select who will be resettled in Canada and is ***not able*** to intervene in or influence status determination or resettlement decisions and processes. If resettlement places are offered by resettlement countries, such as Canada, UNHCR office in a refugee's country of asylum will identify vulnerable refugees and submit their profiles to various countries of resettlement. The authorities of these resettlement countries make the final decision as whether or not to admit a refugee to their country. Unfortunately, there are not nearly as many spaces available for resettlement as there are refugees in need of a lasting solution. UNHCR offices in countries of asylum work hard to provide interim solutions and protection and many other colleagues are working tirelessly to advocate for larger resettlement quotas that will allow more refugees to be resettled and increase funding for UNHCR so that we have a greater capacity to respond to the needs of persons of concern to us.
I am an asylum seeker or a refugee outside of Canada and I need help.	Please contact the nearest UNHCR office in your country of asylum. A list of UNHCR offices can be found here.
I am in Canada and would like to reunite with my immediate family.	Immigration, Refugees, and Citizenship Canada (IRCC) website provides information about family sponsorships for general public as well as refugees: http://www.cic.gc.ca/english/ http://www.cic.gc.ca/english/
I am interested in privately sponsoring a	IRCC website provides information on immigration and refugee programs available in Canada: http://www.cic.gc.ca/

refugee to come to Canada.	Refugee Sponsorship Training Program www.rstp.ca contains many helpful tools and most up to date materials for sponsors.
I am a Palestinian refugee.	The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is responsible for providing you with assistance, protection, and advocacy. If you do not reside in UNRWA's area of responsibility, you may wish to contact the nearest UNHCR offices for advice.
I am in Canada and trying to locate my missing family abroad.	Please contact the Canadian Red Cross at familylinks@redcross.ca. Your family member's information and location will only be shared with you with their permission.

If you did not find the answer you're looking for, please visit Frequently Asked Questions page on our website http://www.unhcr.ca/

UNHCR Canada does not provide legal advice or representation in individual cases.

Good afternoon,

Thank you for contacting United Nations High Commissioner for Refugees (UNHCR) in Canada. UNHCR Canada does not provide legal advice or representation in individual cases. In addition, the asylum system in Canada is managed by the Canadian government. UNHCR does not register or process any cases in Canada.

We encourage you to retain counsel to represent you. You may wish to contact the following:

- Legal Aid BC: https://lss.bc.ca/
- Refugee Legal Clinic in BC: https://issbc.org/
- Embarkation Law: https://embarkation.ca/

If you require social support services, you may wish to contact VAST: https://vast-vancouver.

In addition, the following information may be helpful.

Information for Refugees, Asylum-seekers and Stateless People: http://help.unhcr.org/.

Information on claiming asylum in Canada during Covid-19: https://www.unhcr.

I would like to know more about Canada's asylum system.	This graphic gives an overview of the asylum process in Canada: https://www.unhcr.ca/wp-. For additional information on the asylum process in Canada, please consulthttps://help.unhcr.org/. Or visit the Government of Canada website to learn about the asylum process: http://www.cic.gc.ca/. Additional information from the Immigration and Refugee Board can be found at www.irb-cisr.gc.ca/Eng/.
I am in the U.S. and want to ask for asylum	Please read the following fact sheets: •€€€€€€€Who can claim asylum at the border?

at the Canadian border.	https://www.unhcr.ca/wp- •€€€€€€€What happens when you claim asylum at the border https://www.unhcr.ca/wp- •€€€€€€€How to prove your family links with someone at the border https://www.unhcr.ca/ •€€€€€€€Winter in Canada https://www.unhcr.ca/wp-
I am not in Canada, but I would like to be resettled to Canada.	UNHCR can only refer refugees under our mandate for resettlement. A refugee is someone who has been forced to leave their country due to conflict or persecution and has "a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group" and is either unable or unwilling to return to their country. Only the most vulnerable refugees who are still in danger of violence and persecution, lack access to important medical care or risk being forcibly returned to their home country can be considered for resettlement. UNHCR Canada ***does not*** select who will be resettled in Canada, and is ***not able*** to intervene in or influence status determination or resettlement decisions and processes. If resettlement places are offered by resettlement countries, such as Canada, UNHCR office in a refugee's country of asylum will identify vulnerable refugees and submit their profiles to various countries of resettlement. The authorities of these resettlement countries make the final decision as whether or not to admit a refugee to their country.
I am an asylum seeker or a refugee outside of Canada and I need help.	Please contact the nearest UNHCR office in your country of asylum. A list of UNHCR offices can be found here.
I am in Canada and would like to reunite with my immediate family.	Immigration, Refugees, and Citizenship Canada (IRCC) website provides information about family sponsorships for general public as well as refugees : http://www.cic.gc.ca/ http://www.cic.gc.ca/english/
I am in Canada and trying to locate my missing family abroad.	Please contact the Canadian Red Cross at familylinks@redcross.ca. Your family member's information and location will only be shared with you with their permission.

If you did not find the information you're looking for, please visit the Frequently Asked Questions page on our website: http://www.unhcr.ca/
We hope that this information has been helpful.

Greetings,

Thank you for contacting the U Nations High Commissione for Refugees (UNHCR) Regional Office in
Washington,D.C. We are writing to your request, whic we recently received. Unfort, it is unc lear from yo inquiry exactly what assist you are looking for.

Please provide us with more information to best assist you.

Sincerely,

S.J.
U.S. Protection Unit
Regional Office in Washington, D.C.

Thank you for contacting United Nations High Commissioner for Refugees (UNHCR) in Canada. This reply is automated, please review the following table which may provide you with an answer.

La version française suit en bas. La versión en español sigue a continuación.

IMPORTANT: Please note that resettlement activities are currently being impacted by the COVID-19 epidemic. UNHCR and IOM have temporarily suspended resettlement departures, and some Canadian embassies and consulates have either reduced their operations or closed their offices until further notice. Although resettlement applications continue to be processed, significant delays may occur.

As the situation is evolving rapidly, please consult UNHCR and Immigration, Refugees and Citizenship Canada webpages for the latest news.

IMPORTANT: Veuillez noter que les activités de réinstallation sont actuellement affectées par l'épidémie de COVID-19. Le HCR et l'OIM ont temporairement suspendu les départs pour la réinstallation, et certaines ambassades et consulats canadiens ont réduit leurs opérations, ou fermé leurs bureaux jusqu'au nouvel ordre. Bien que les demandes de réinstallation continuent d'être traitées, des retards importants peuvent survenir.

Comme la situation évolue rapidement, veuillez consulter les pages Web du HCR et d'Immigration, Réfugiés et Citoyenneté Canada pour les dernières nouvelles.

IMPORTANTE: Las actividades de reasentamiento están siendo afectadas por la epidemia de COVID-19. El ACNUR y la OIM han suspendido temporalmente las salidas de reasentamiento, y algunas embajadas y consulados canadienses han reducido sus operaciones o han cerrado sus oficinas hasta nuevo aviso. Aunque las solicitudes de reasentamiento continúan siendo procesadas, pueden ocurrir retrasos significativos.

Dado que la situación está evolucionando rápidamente, consulte las páginas web de ACNUR e Inmigración, Refugiados y Ciudadanía de Canadá para obtener las últimas noticias.

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Information for Refugees, Asylum-seekers and Stateless People https://help.unhcr.org/

Information à l'intention des réfugiés, demandeurs d'asile et apatrides https://help.unhcr.org/fr/

Información para personas refugiadas, solicitantes de asilo y apátridas https://help.unhcr.org/es/

معلومات للاجئين وطالبي اللجوء عديمي الجنسية https://help.unhcr.org/ar/

I would like to know more about Canada's asylum system.	This graphic gives an overview of the asylum process in Canada: https://www.unhcr.ca/wp- For additional information on the asylum process in Canada, please consult our fact sheets in the section "Key Information for Asylum Seekers": https://www.unhcr.ca/newsroom/ and http://help.unhcr.org/canada/ Or visit the Government of Canada website to learn about the asylum process: http://www.cic.gc.ca/ https://www.youtube.com/watch? www.irb-cisr.gc.ca/Eng/
I am in the U.S. and want to ask for asylum at the Canadian border.	Please read the following fact sheets: • Who can claim asylum at the border? https://www.unhcr.ca/wp- • What happens when you claim asylum at the border https://www.unhcr.ca/wp- • How to prove your family links with someone at the

	border https://www.unhcr.ca/ • Winter in Canada https://www.unhcr.ca/wp-
I am not in Canada, but I would like to be resettled to Canada.	UNHCR can only refer refugees under our mandate for resettlement. A refugee is someone who has been forced to leave their country due to conflict or persecution and has "a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group" and is either unable or unwilling to return to their country. Only the most vulnerable refugees who are still in danger of violence and persecution, lack access to important medical care or risk being forcibly returned to their home country can be considered for resettlement. UNHCR Canada ***does not*** select who will be resettled in Canada, and is ***not able*** to intervene in or influence status determination or resettlement decisions and processes. If resettlement places are offered by resettlement countries, such as Canada, UNHCR office in a refugee's country of asylum will identify vulnerable refugees and submit their profiles to various countries of resettlement. The authorities of these resettlement countries make the final decision as whether or not to admit a refugee to their country.
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I am interested in privately sponsoring a refugee to come to Canada.	IRCC website provides information on immigration and refugee programs available in Canada: http://www.cic.gc.ca/ Refugee Sponsorship Training Program www.rstp.ca contains many helpful tools and most up to date materials for sponsors.
I am a Palestinian refugee.	The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is responsible for providing you with assistance, protection, and advocacy. If you do not reside in UNRWA's area of responsibility, you may wish to contact the nearest UNHCR offices for advice.
I am in Canada and trying to locate my	Please contact the Canadian Red Cross at familylinks@redcross.ca. Your family member's information and location will only be shared with you with their

missing family abroad.	permission.

If you did not find the answer you're looking for, please visit Frequently Asked Questions page on our website http://www.unhcr.ca/

UNHCR Canada does not provide legal advice or representation in individual cases.

We recognize and want to acknowledge that refugees face enormous hardship and extremely difficult day-to-day living situations for extended periods of time, sometimes years on end. Our mission as an international organization is to protect and support those who have been forcibly displaced. Unfortunately, there are not nearly as many spaces available for resettlement as there are refugees in need of a lasting solution. UNHCR offices in countries of asylum work hard to provide interim solutions and protection and many other colleagues are working tirelessly to advocate for larger resettlement quotas that will allow more refugees to be resettled and increase funding for UNHCR so that we have a greater capacity to respond to the needs of persons of concern to us.

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